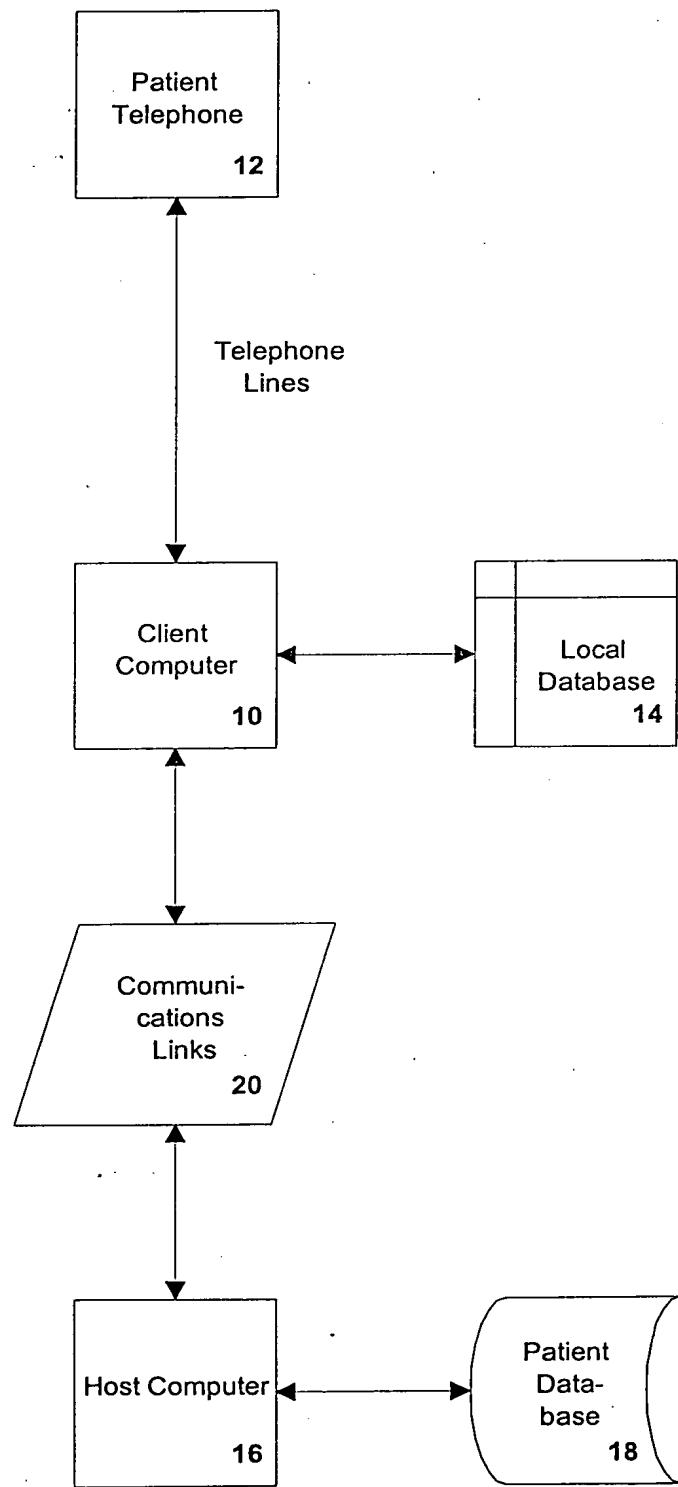
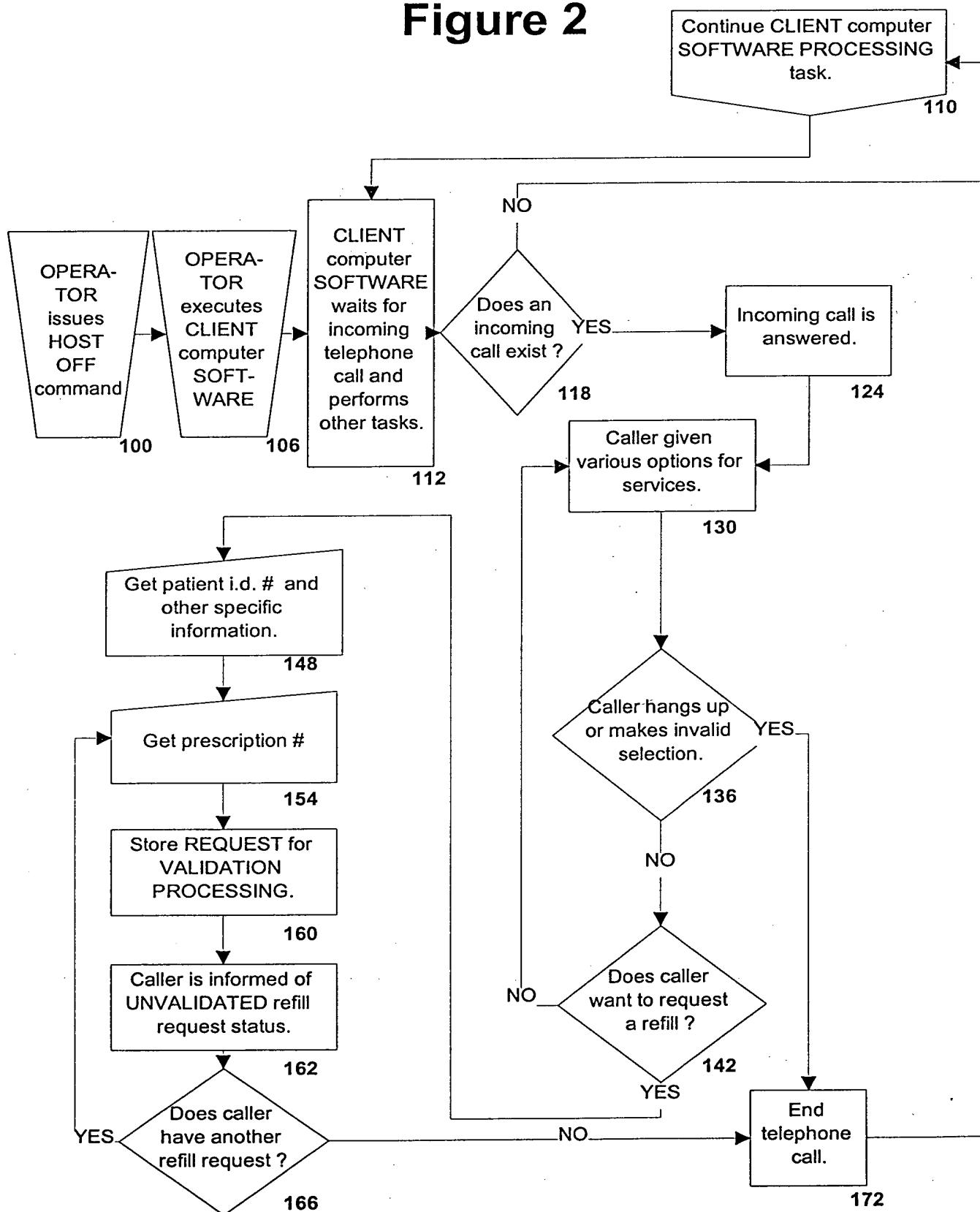


# Figure 1

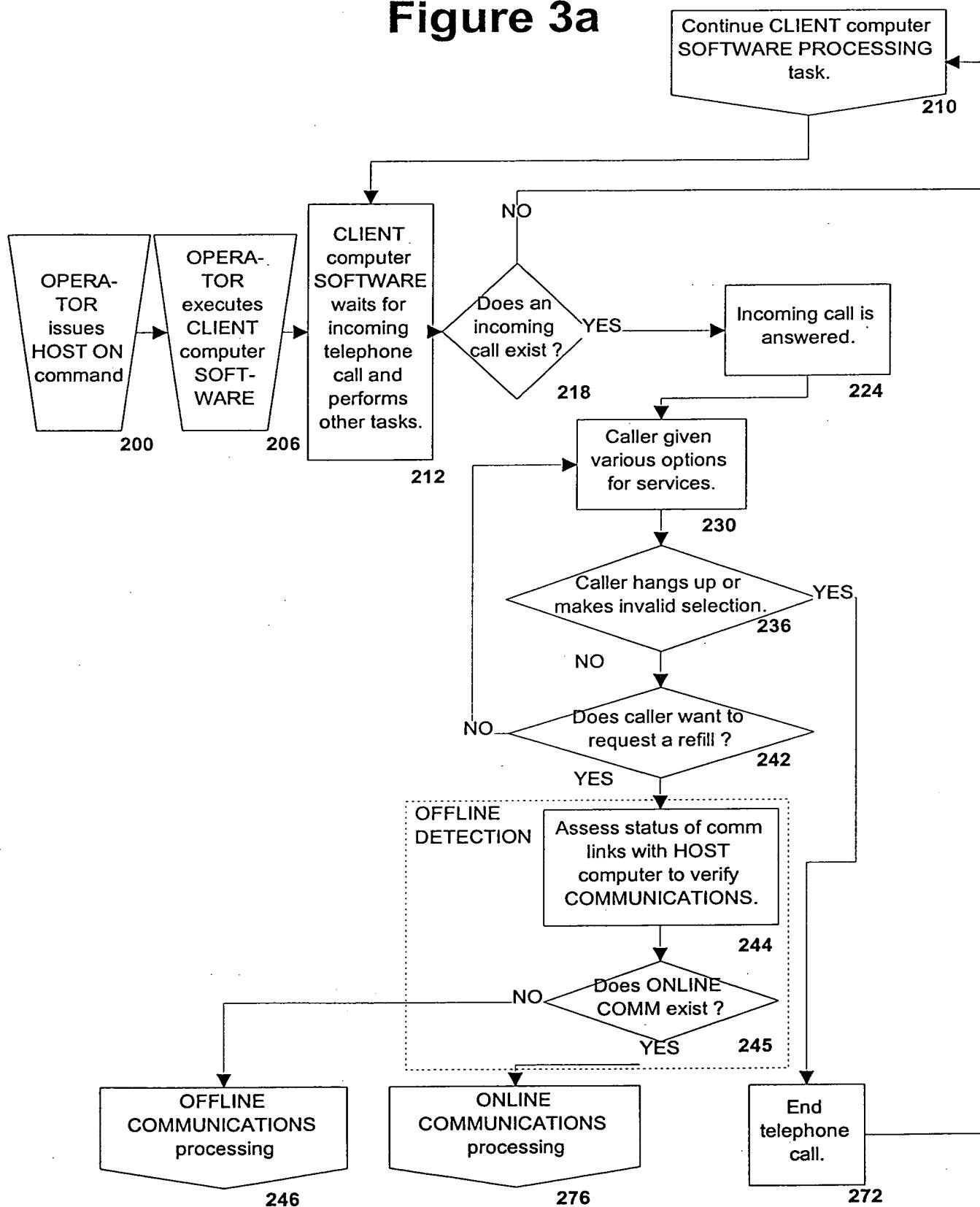


25

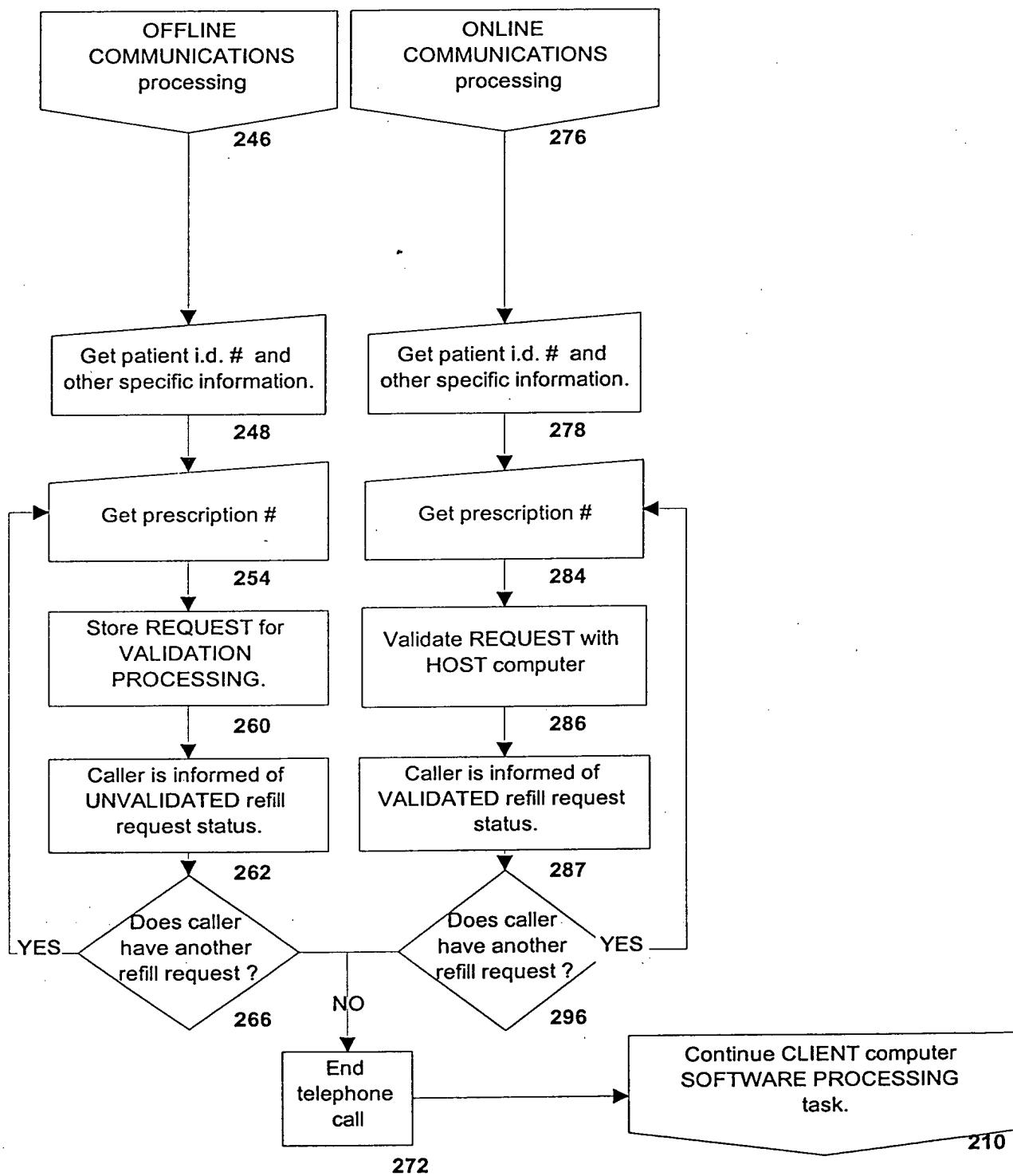
# Figure 2



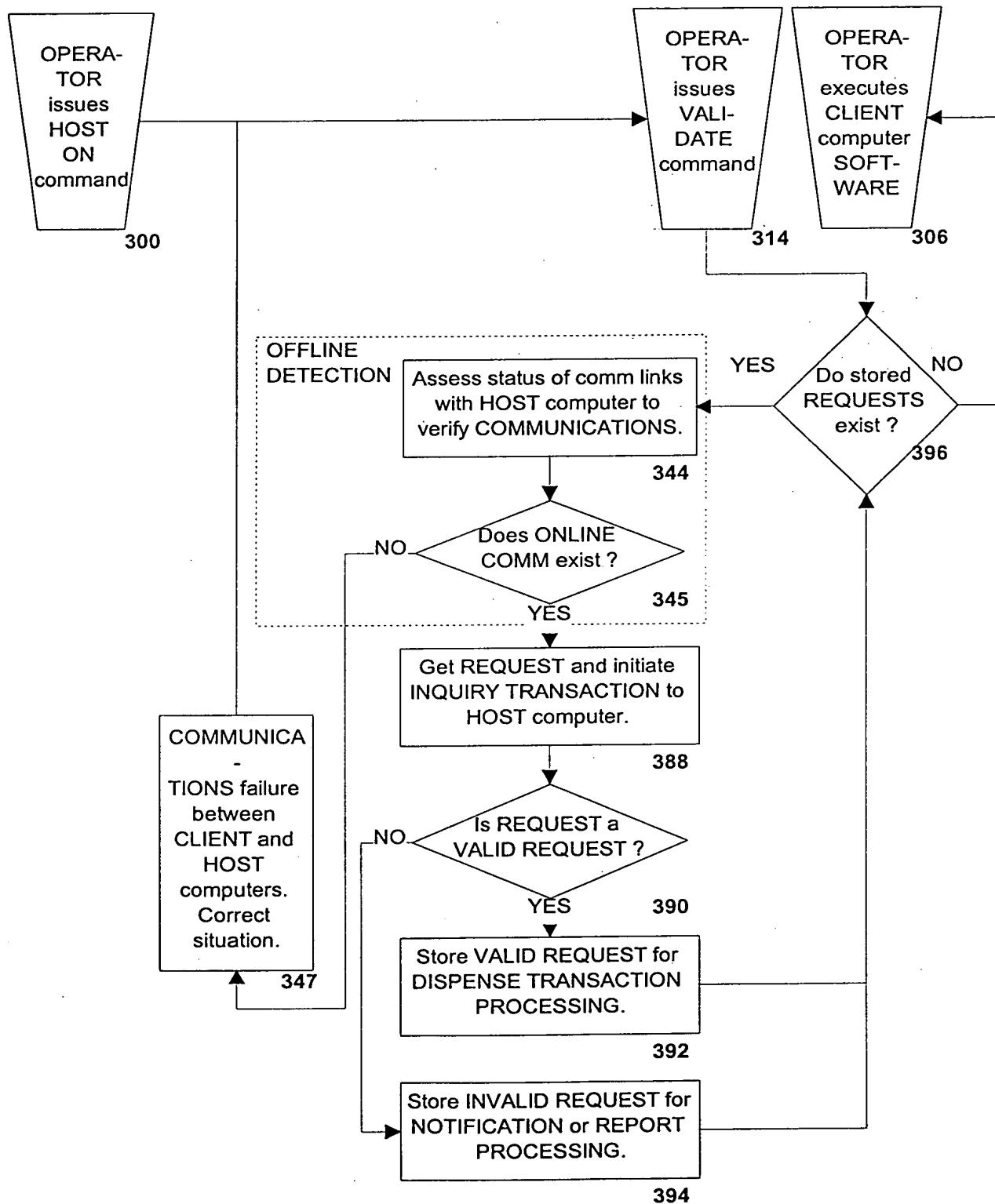
# Figure 3a



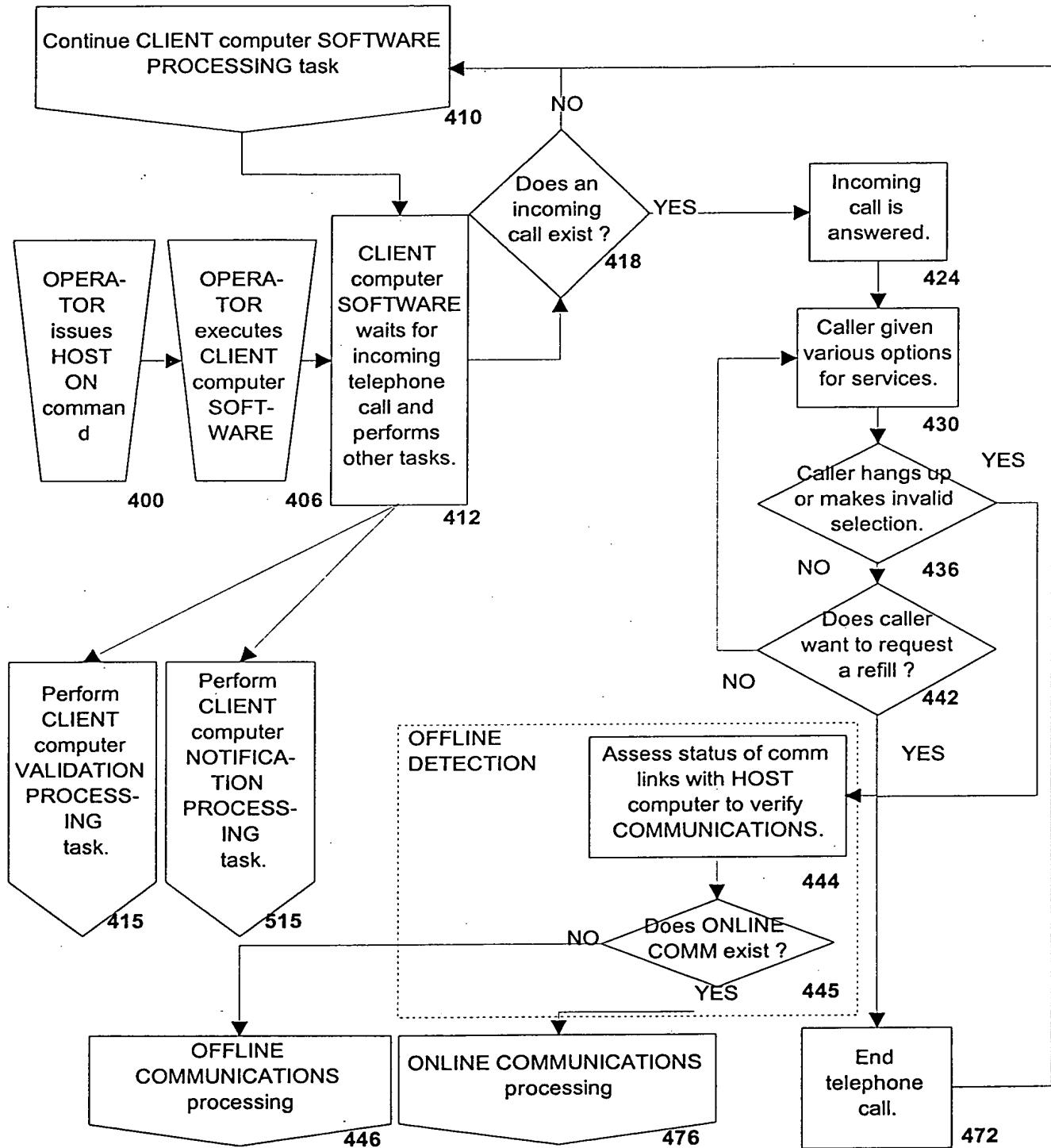
## Figure 3b



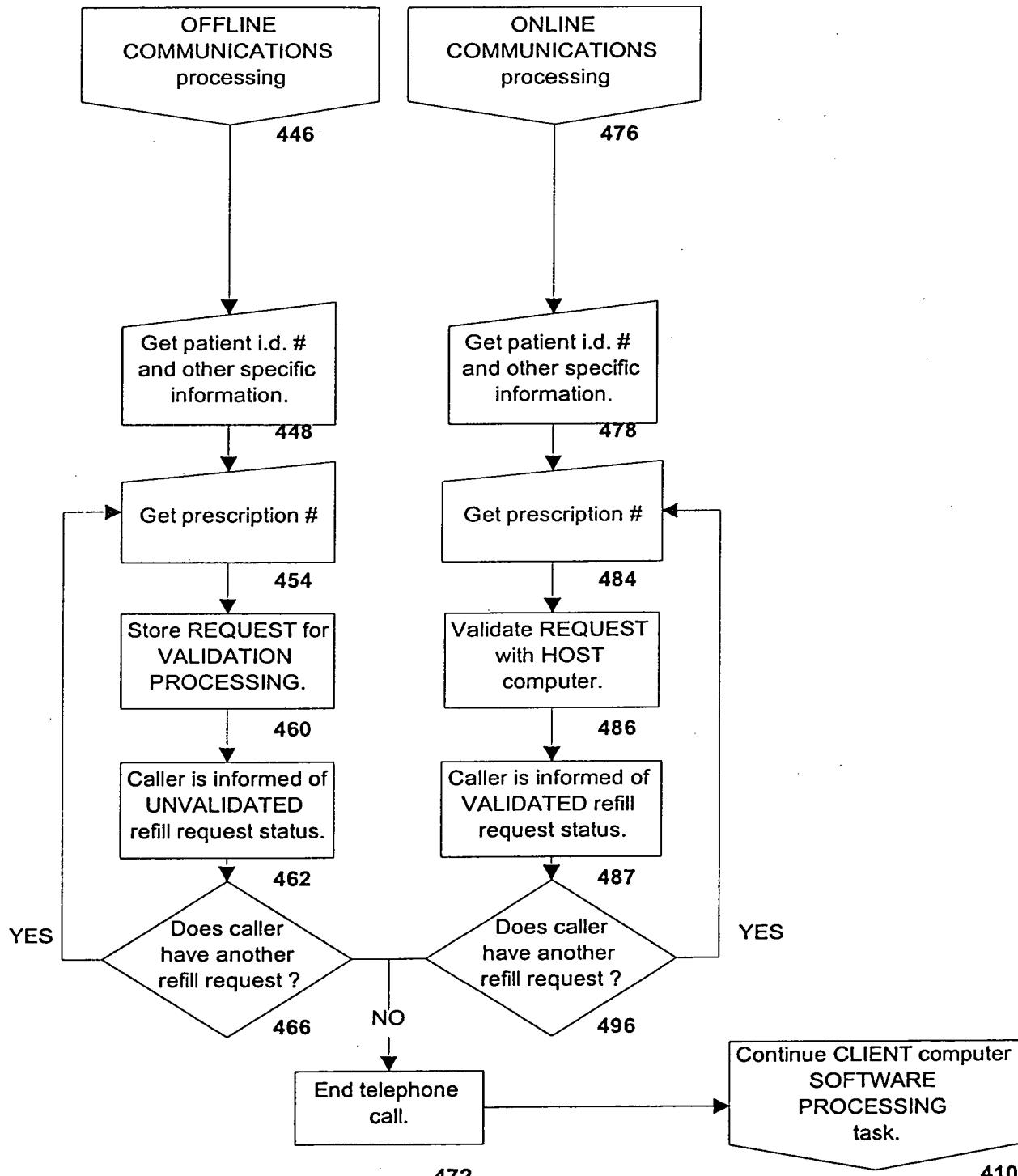
## Figure 4



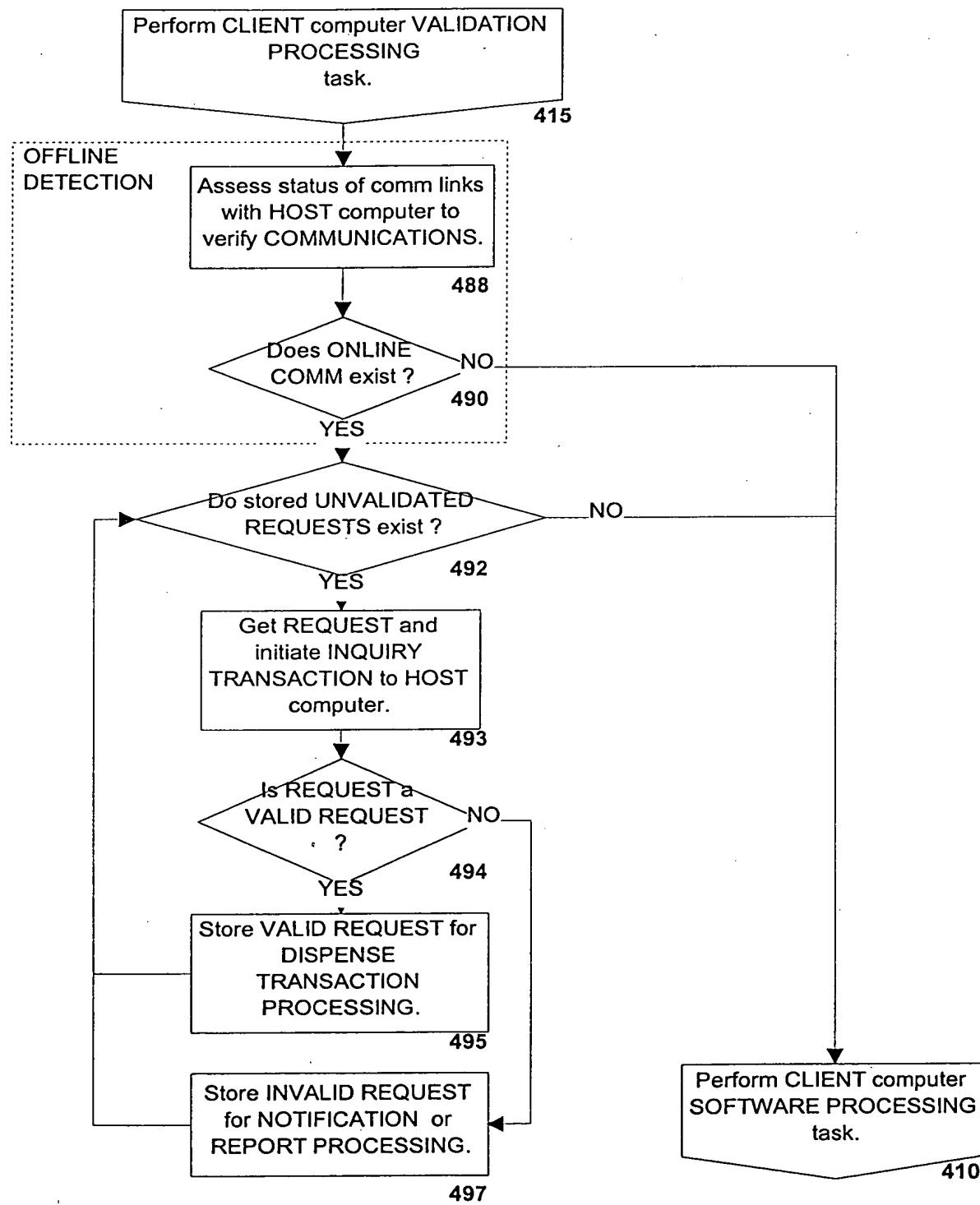
# Figure 5a



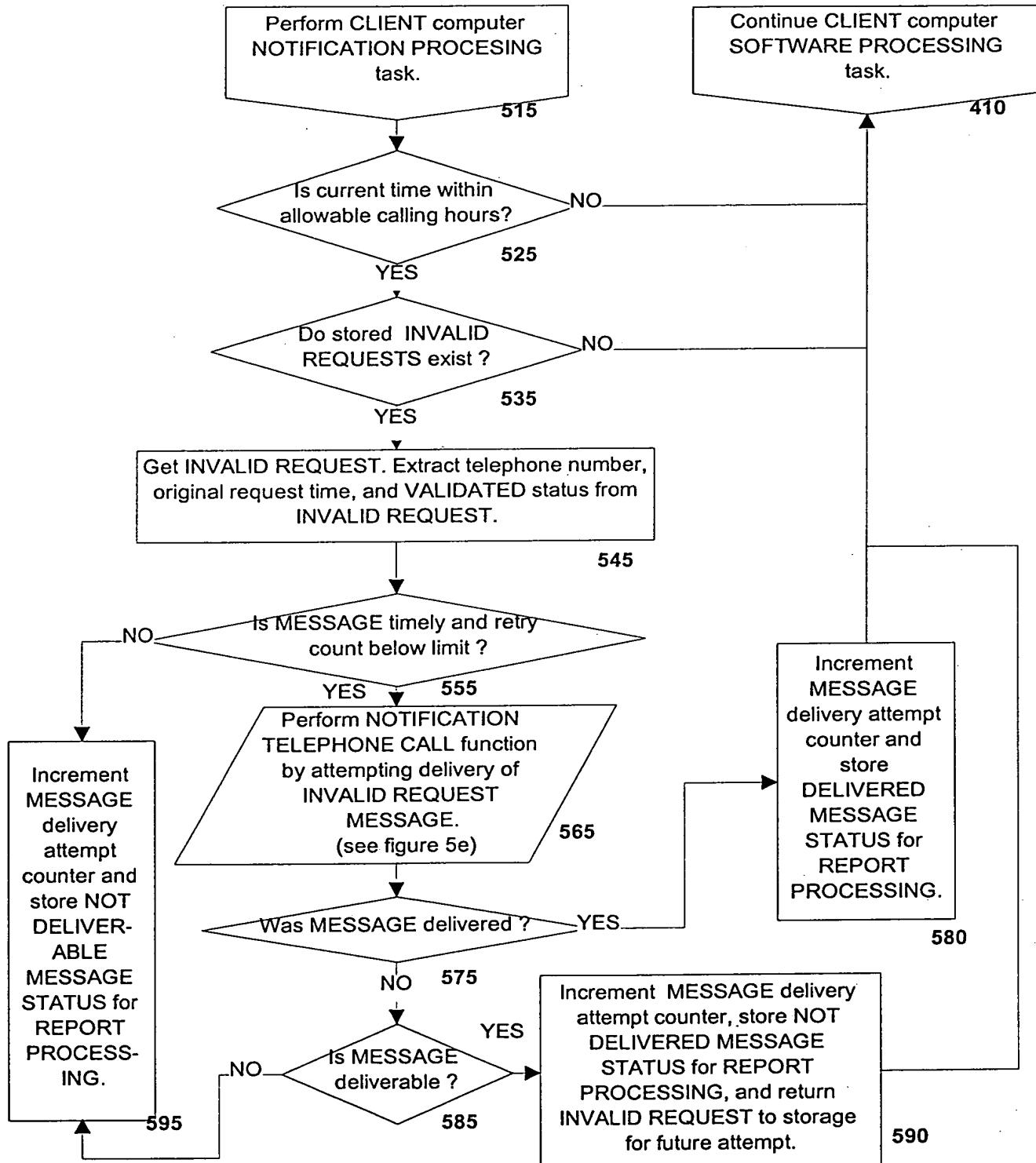
**Figure 5b**



# Figure 5c



**Figure 5d**

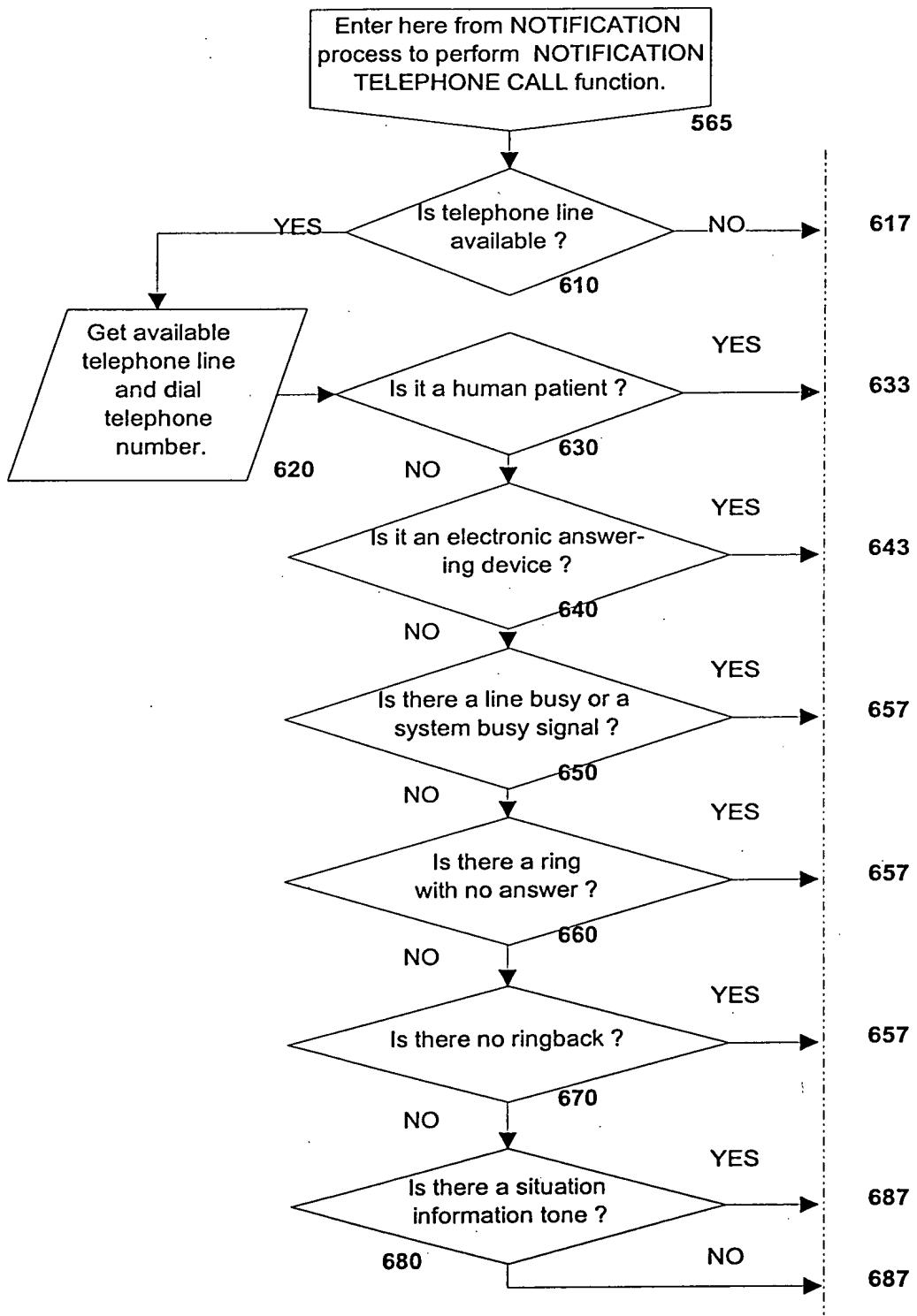


## Figure 5e

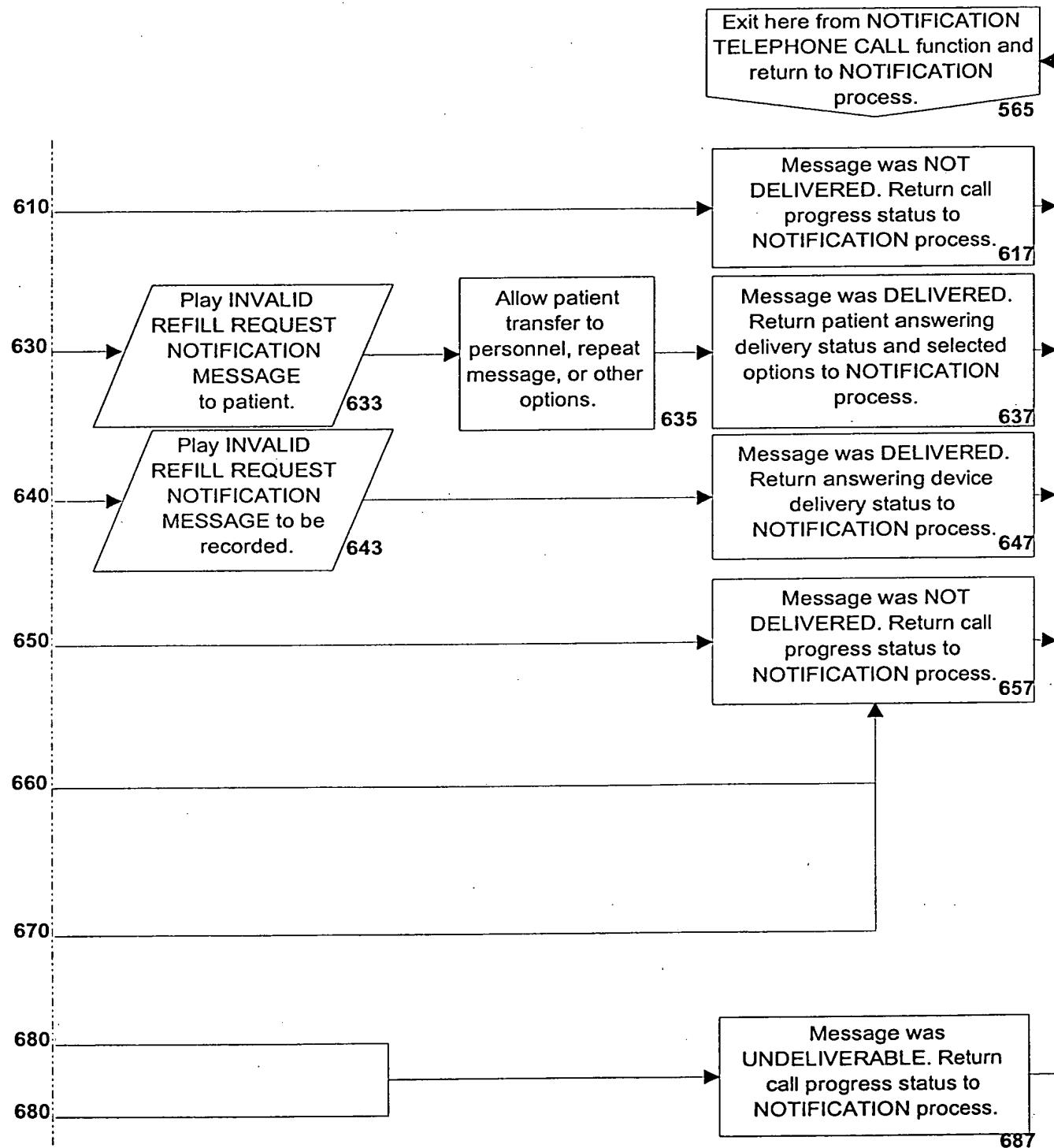
Fig. 5e-1

Fig. 5e-2

# Figure 5e-1



## Figure 5e-2



# Figure 6a

Fig. 6a-1

Fig. 6a-2

# Figure 6a-1

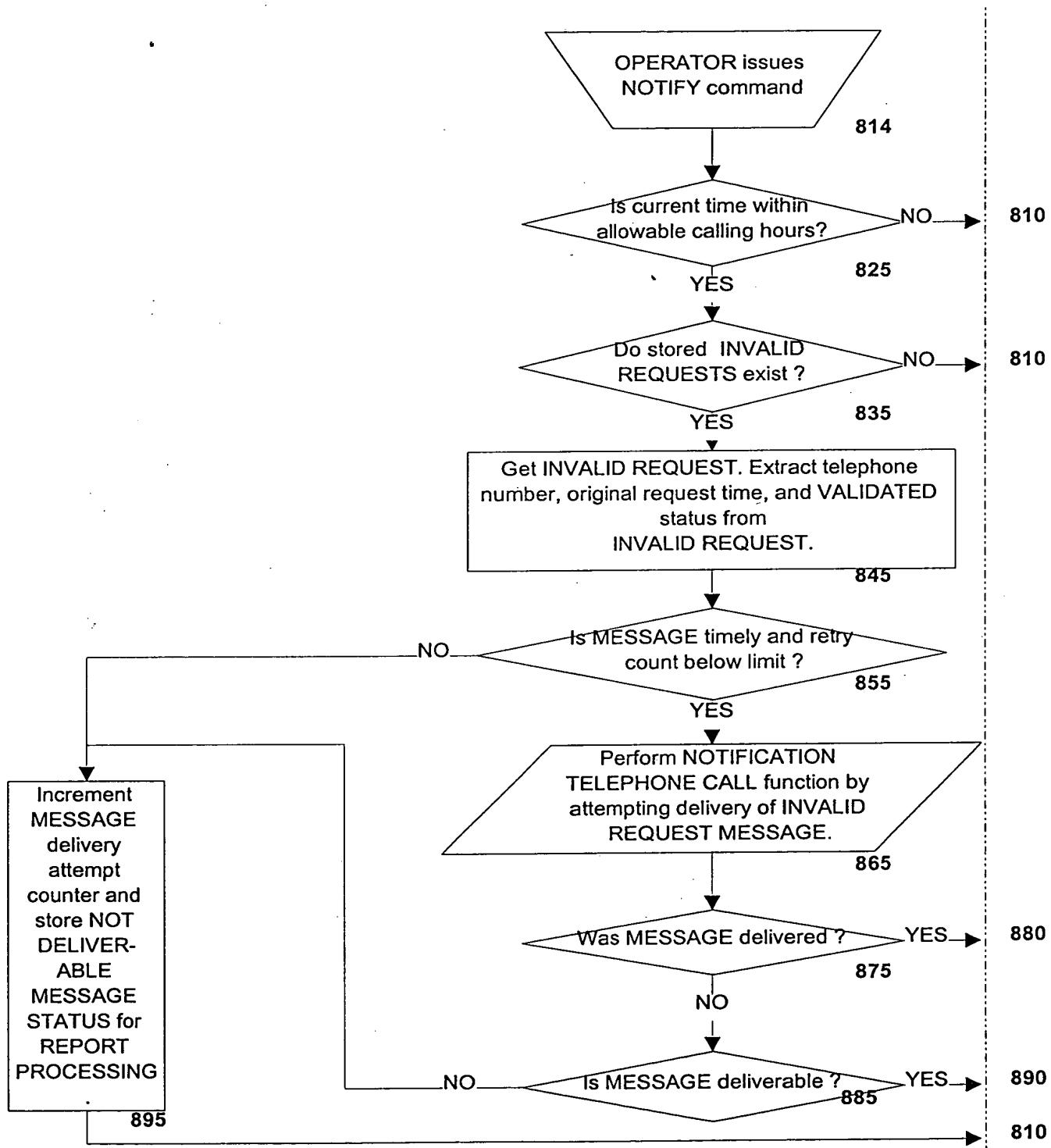
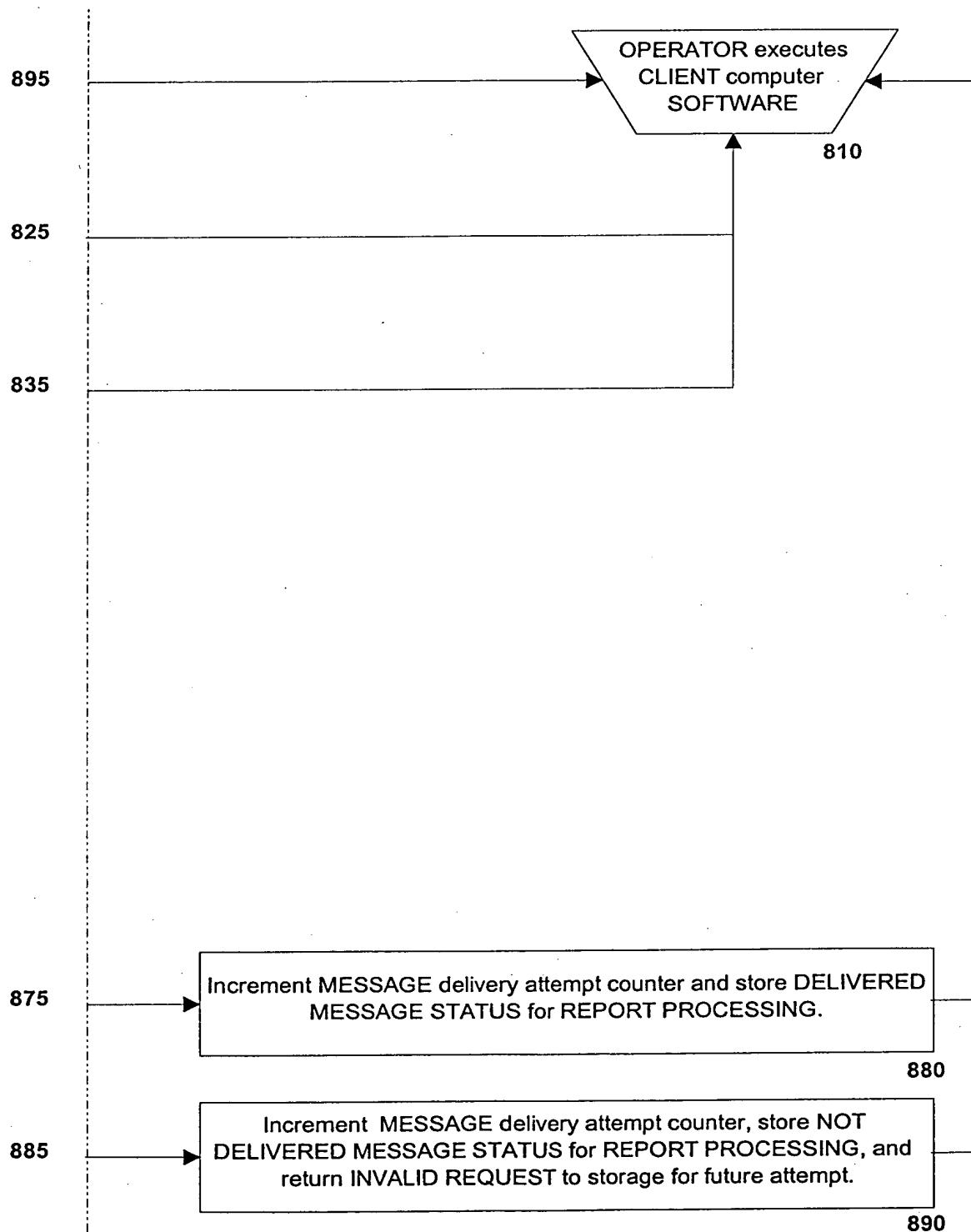


Figure 6a-2

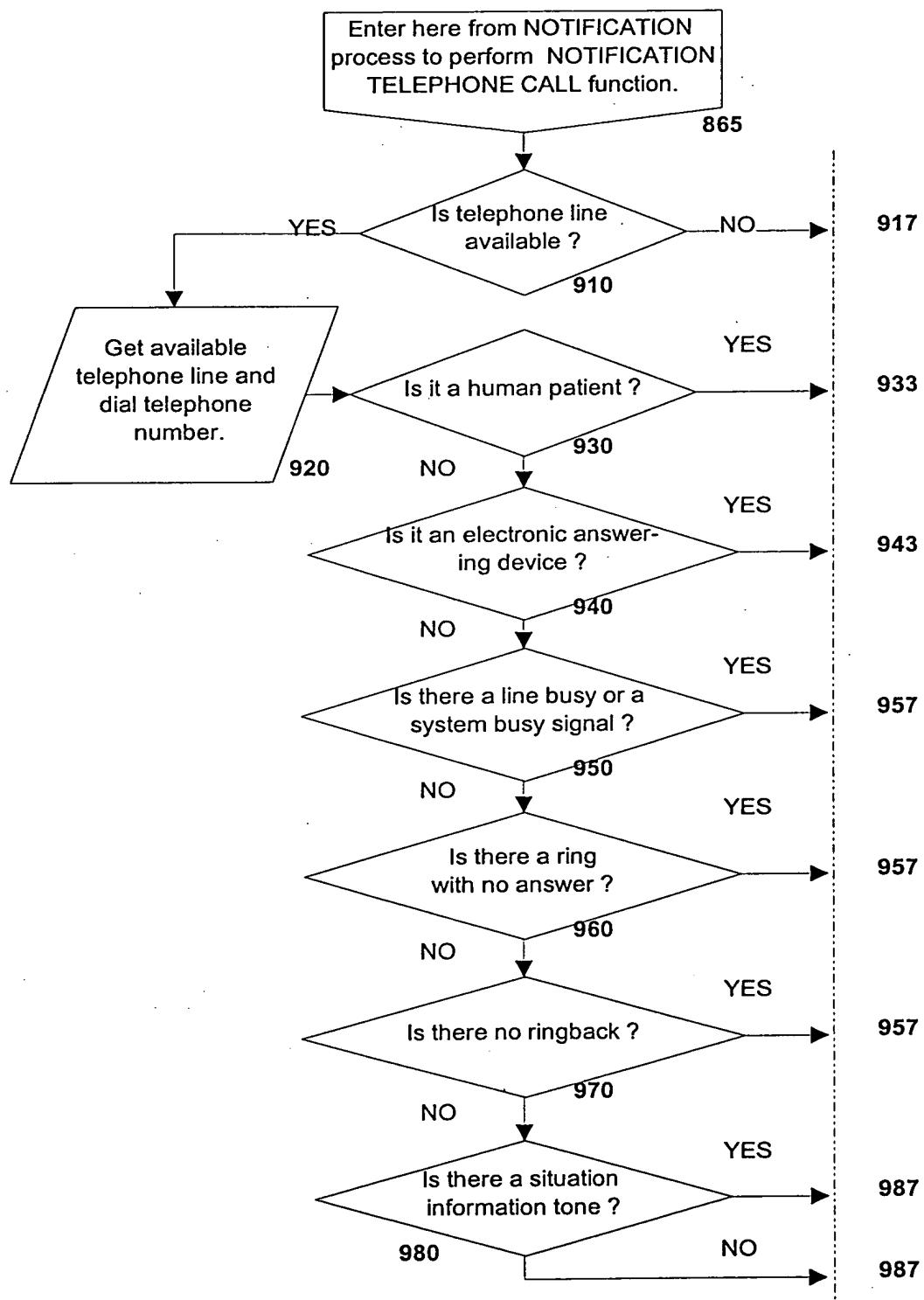


## Figure 6b

Fig. 6b-1

Fig. 6b-2

## Figure 6b-1



## Figure 6b-2

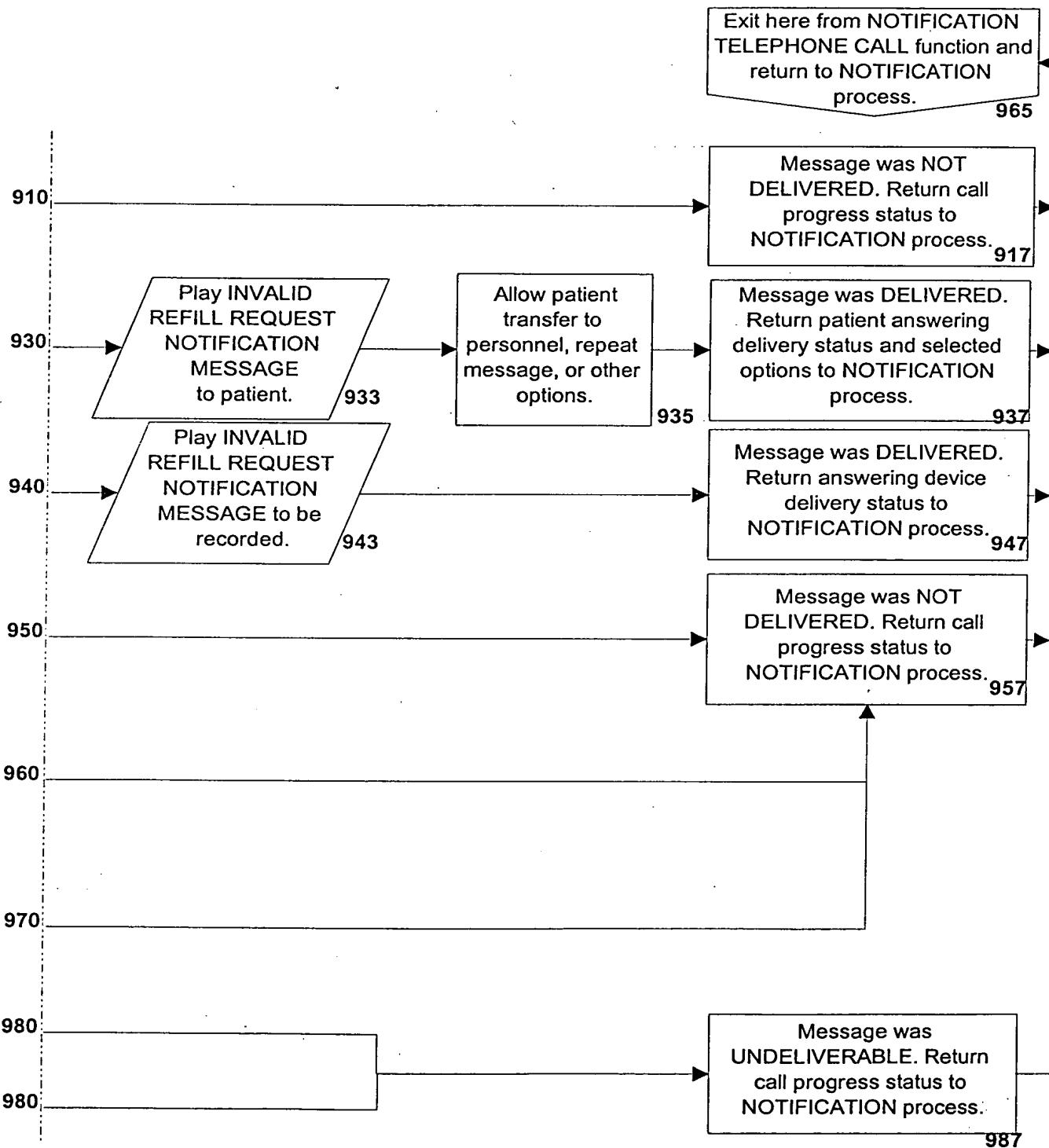


Figure 7a

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS**

*ISSUING HOST ON command by OPERATOR.*

*EXECUTING SOFTWARE on CLIENT computer.*

*WAITING for incoming telephone call*

o *IF INCOMING CALL available*  
o *THEN*  
    *ANSWERING* incoming telephone call.  
    *PLAYING* options for services to caller.  
    *SELECTING* service option by caller.  
    *REQUESTING* prescription refill service by caller.  
    *ASSESSING* status of ON-LINE COMMUNICATIONS with HOST computer.

*CAPTURING REQUESTS from caller*

1 *IF ON-LINE COMMUNICATIONS available*  
1 *THEN*  
    *CAPTURE REQUEST* from caller.  
    *VALIDATE REQUEST* on HOST computer.  
  
    2 *IF REQUEST is VALID*  
    2 *THEN*  
        *STORE VALID REQUEST* for  
        *DISPENSE PROCESSING*.  
        *INFORM* caller of *VALIDATED* status.  
    2 *ELSE*  
    2 *IF REQUEST is NOT VALID*  
    2 *THEN*  
        *INFORM* caller of *VALIDATED* status.  
  
1 *ELSE*  
1 *IF ON-LINE COMMUNICATIONS are not available*  
1 *THEN*  
    *CAPTURE REQUEST* from caller.  
    *STORE REQUEST* for *VALIDATION PROCESSING*.  
    *INFORM* caller of *UNVALIDATED* status.

(continued on figure 7b)

**Figure 7b**

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS**

(continued from figure 7a)

ASK caller if another REQUEST is desired.

1 *IF*    Another REQUEST is desired  
1 *THEN*  
    Go to "CAPTURING REQUESTS from caller"  
1 *ELSE*  
    End telephone call.  
    Go to "WAITING for incoming telephone call"  
0 *ELSE*  
    Go to "WAITING for incoming telephone call"

Figure 8

**CLIENT COMPUTER CONFIGURED FOR OFF-LINE COMMUNICATIONS**

*ISSUING HOST OFF command by OPERATOR.*

*EXECUTING SOFTWARE on CLIENT computer.*

*WAITING for incoming telephone call*

- o *IF INCOMING CALL available*
- o *THEN*
  - ANSWERING incoming telephone call.*
  - PLAYING options for services to caller.*
  - SELECTING service option by caller.*
  - REQUESTING prescription refill service by caller.*

*CAPTURING REQUESTS from caller*

*CAPTURE REQUEST from caller.*  
*STORE REQUEST for VALIDATION PROCESSING.*  
*INFORM caller of UNVALIDATED status.*

*ASK caller if another REQUEST is desired.*

- 1 *IF Another REQUEST is desired*
- 1 *THEN*
  - Go to "CAPTURING REQUESTS from caller"*
- 1 *ELSE*
  - End telephone call.*
  - Go to "WAITING for incoming telephone call"*
- o *ELSE*
  - Go to "WAITING for incoming telephone call"*

Figure 9a

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION AND NOTIFICATION PROCESSING**

*ISSUING HOST ON command by OPERATOR.*

*EXECUTING SOFTWARE on CLIENT computer.*

*WAITING for incoming telephone call*

- o IF INCOMING CALL available*
- o THEN*

*ANSWERING incoming telephone call.*  
*PLAYING options for services to caller.*  
*SELECTING service option by caller.*  
*REQUESTING prescription refill service by caller.*  
*ASSESSING status of ON-LINE COMMUNICATIONS with HOST computer.*

*CAPTURING REQUESTS from caller*

- 1 IF ON-LINE COMMUNICATIONS available*
- 1 THEN*

*CAPTURE REQUEST from caller.*  
*PREPARE REQUEST for INQUIRY TRANSACTION.*  
*VALIDATE REQUEST on HOST computer.*

- 2 IF REQUEST is VALID*

- 2 THEN*

*STORE VALID REQUEST for DISPENSE PROCESSING.*  
*INFORM caller of VALIDATED status.*

- 2 ELSE*

- 2 IF REQUEST is NOT VALID*

- 2 THEN*

*INFORM caller of VALIDATED status.*

- 1 ELSE*

*(continued on figure 9b)*

Figure 9b

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING**

(continued from figure 9a)

1 *IF* ON-LINE COMMUNICATIONS are not available  
1 *THEN*  
    *CAPTURE REQUEST* from caller.  
    *STORE REQUEST* for VALIDATION  
        PROCESSING.  
    *INFORM* caller of UNVALIDATED status.

ASK caller if another REQUEST is desired.

1 *IF* Another REQUEST is desired  
1 *THEN*  
    Go to "CAPTURING REQUESTS from caller"  
1 *ELSE*  
    End telephone call.  
o *ELSE*  
    End telephone call.

TESTING for UNVALIDATED REQUESTS in need of VALIDATION  
PROCESSING.

o *IF* A REQUEST exists  
o *THEN*  
    *ACCESSING* status of ON-LINE COMMUNICATIONS with  
        HOST computer.  
  
1 *IF* ON-LINE COMMUNICATIONS available  
1 *THEN*  
    *RETRIEVE REQUEST* from storage.  
    *PREPARE REQUEST* for INQUIRY TRANSACTION.  
    *VALIDATE REQUEST* on HOST computer.

(continued on figure 9c)

Figure 9c

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING

(continued from figure 9b)

2 IF REQUEST is VALID  
2 THEN  
    STORE VALID REQUEST for  
    DISPENSE PROCESSING.  
2 ELSE  
    STORE INVALID REQUEST for  
    NOTIFICATION PROCESSING.  
1 ELSE  
1 IF ON-LINE COMMUNICATIONS are not available  
1 THEN  
    End VALIDATION PROCESSING.  
o ELSE  
    End VALIDATION PROCESSING.  
  
TESTING for INVALID REQUESTS in need of NOTIFICATION PROCESSING.  
o IF Notification time is within allowable calling time window  
o THEN  
    1 IF A REQUEST exists  
    1 THEN  
        RETRIEVE INVALID REQUEST from storage.  
        EXTRACT telephone number, VALIDATED status,  
        original request time, and retry count from  
        REQUEST.  
        PERFORM NOTIFICATION telephone call with VALIDATED  
        status informational MESSAGE.  
  
    2 IF MESSAGE was DELIVERED  
    2 THEN  
        INCREMENT message delivery attempt counter.  
        STORE message DELIVERED status for  
        REPORT PROCESSING.  
    2 ELSE

(continued on figure 9d)

Figure 9d

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING**

(continued from figure 9c)

2 IF MESSAGE is DELIVERABLE

2 THEN

INCREMENT message delivery attempt counter.

STORE message NOT DELIVERED status for future NOTIFICATION PROCESSING.

2 ELSE

INCREMENT message delivery attempt counter.

STORE message NOT DELIVERABLE status for REPORT PROCESSING.

1 ELSE

End NOTIFICATION PROCESSING.

0 ELSE

End NOTIFICATION PROCESSING.